

initiative or wants to adjust attributes of the goal or initiative, the user has only to click on a goal or initiative listed to retrieve its related information. For example, a click on the initiative takes the user to a summary screen (see Fig. 13 for example) for this initiative. The following information fields are available for any goal or initiative:

Page 34, lines 7 – 13

- **Priority:** the benefit entry presents a numerical score from 1 (lowest) to 5 (highest) based on user judgement about the relative value of the initiative or goal in terms of improving the business results. For example, the goal may be rated 3 of 5, i.e., average. An advantage of a simple rating is that users can quickly understand the rating scale and then discuss specifically the reasons behind the rating.

Page 35, lines 4 – 5

- **Project Code:** (not shown) this field allows an alpha-numeric identifier to be assigned for administrative purposes.

Change(s) applied
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Page 35, lines 21 – ~~25~~ 24

- **Rank:** (not shown) this field is available for formulas developed for each client for calculating the ranking of each goal and initiative, including the combined values of initiatives contributing to a particular strategic goal.

Page 36, lines 1 – 6

- **Score:** (note shown) the score field relates to a unique calculation of the cumulative value of each goal and initiative based on weighting techniques appropriate to the user (e.g., alignment with corporate values, brand, payback, competitive position, management attitudes). Both the rank and score fields are provided to help users prioritize goals and initiatives in the portfolio.

Page 36, lines 7 – 16

Please amend the Specification as follows:

Page 1, lines 5-8:

This application claims the benefit of United States Provisional Application Serial No.

A1 | 60/133,152 entitled "PROCESS MANAGEMENT INFORMATION" filed on May 7, 1999, which is incorporated herein.

Page 1, lines 10-15:

A2 | Reputable authorities have documented industry's difficulty with successfully implementing either strategic plans or initiatives (e.g., reengineering: 2/3 fail; mergers: 57% fall short; IT projects: only 34% are implemented and take twice as long and twice as much money as projected). In addition, common frustrations of business executives around ~~today's~~ resulting from rapid rate of change can be paraphrased as follows:

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Page 7 line 21 – pg 9 line 8⁶

Implementations of this or another aspect of the invention may include one or more of the following features. The fundamental components may include a customer component and at least one of the data items may represent the customer component and may include customer

A3 | information for the program management office. The customer information may includes a description of an internal customer, an external customer, a product, or a service. The fundamental components may include a process component and at least one of the data items may represent the process component and may include process information for the program management office. The process information may describe a process to be executed by at least one person to help meet a commitment to a customer, a process that includes identifying a customer need, a process that includes identifying an entity that is important, a prioritization process, a system delivery process, a process that includes an evaluation process, a process that includes a project management process, a process that includes performing a cost/benefit analysis, a process that includes an accountability process, a process that includes providing metrics, a process that includes providing reporting, a process that includes providing risk management, a process that includes a staffing process, a process that includes a training process, or a process that includes a